



City of Fresno Department of
Transportation/Fresno Area Express

Title VI Fare Equity Analysis:
Free Fares for Reduced Fare Riders, funded
by Kaiser Permanente Fresno until Funds are
Expended

August 2022



Overview

In compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) requires all transit agencies that receive federal funding to monitor the performance of their systems, ensuring services are made available and/or distributed equitably. One component of ensuring compliance is performing an equity analysis for all fare changes and any major service changes to determine its impact on minority (race, color, or national origin) and low-income populations.

Fresno Area Express (FAX) is the primary fixed-route transit operator in Fresno and is operated and administered by the City of Fresno, California. **FAX implemented a pilot fare change on July 1, 2022, eliminating fares for seniors 65 years old and older with a valid ID; Medicare cardholders; and persons with disabilities with a valid ID. Under the fare structure prior to July 1, these riders were eligible for a reduced fare of \$.50. This measure is temporary, funded by a \$500,000 grant from Kaiser Permanente Fresno, and will end when the grant funding has been expended.**

This Title VI analysis will:

- Evaluate how the proposed fare changes may impact low-income and minority populations, and
- Identify strategies to avoid, minimize, or mitigate any disproportionate burdens, disparate impacts, or any potentially negative outcomes.

Relevant Policies

This fare equity analysis was completed in accordance with FTA regulations outlined in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The circular requires this analysis to ensure or minimize any disparate impact on minority populations or disproportionate burden on low-income populations.

Disparate Impact Definition

Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin. (FTA C 4702.1B, Chap. I-2)

Disproportionate Burden Definition

Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable. (FTA C 4702.1B, Chap. I-2)

The circular requires that there be a fare equity analysis completed for any change in fares or in fare media. Each transit agency is responsible for establishing what differential is considered a disparate impact or disproportionate burden.

Disparate Impact Policy

A disparate impact exists if a major service change, fare change, or fare media change requires a minority population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.

Disproportionate Burden Policy

A disproportionate burden exists if a major service change, fare change, or fare media change requires a low-income population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.

FAX's Title VI Program was adopted in 2019. FAX has also recently completed four other Title VI analyses, one for the Faster FAX network in 2016, one for a proposed smart card in 2018, one for a series of service changes in 2020, and an analysis of a fare reduction in 2021. This Title VI analysis will apply Title VI policies in a manner consistent with these earlier analyses.

Existing Conditions

The existing fare structure prior to July 1st is detailed in Table 1. Once the Kaiser grant funds are expended, fares will revert back to this fare structure.

Table 1: Existing Fare Structure

Fare	Price
Fixed-Route Buses	
Base Fare	\$1.00
Reduced Fare*	\$0.50
Children Under 12	Free
Military and Veterans, with valid ID	Free
Transfers	Free**
31-Day Pass – Regular	\$36.00
31-Day Pass – Reduced	\$18.00
10-Ride Card - Regular	\$9.00
10-Ride Card – Reduced	\$4.50
Handy Ride	
Base Fare (single ride)	\$1.25
Handy Ride Pass	\$36.00

* Reduced fare is available to seniors 65 and older with a valid ID, Medicare cardholders, and persons with disabilities with a valid ID.

** Transfers must be requested at time of purchase and permit unlimited transfers for up to 90 minutes.

Temporary Pilot Fare Changes

FAX has removed fares for passengers eligible for reduced fares, while Kaiser grant funding remains available. The pilot fare structure is detailed in Table 2.

Table 2: Pilot Fare Structure

Fare	Price
Fixed-Route Buses	
Base Fare	\$1.00
Seniors, Medicare cardholders, and persons with disabilities*	Free
Children Under 12	Free
Military and Veterans, with valid ID	Free
Transfers	Free**
31-Day Pass – Regular	\$36.00
31-Day Pass – Reduced	Free
10-Ride Card - Regular	\$9.00
10-Ride Card – Reduced	Free
Handy Ride	
Base Fare (single ride)	\$1.25
Handy Ride Pass	\$36.00

* Requires valid ID.

** Transfers must be requested at time of purchase and permit unlimited transfers for up to 90 minutes.

The pilot fare structure further simplifies FAX's fare structure, effectively reducing the number of fare categories to two. Riders now either qualify for free fares through a variety of categories or pay the base fare. Handy Ride fares are unchanged by the pilot fare structure.

Fare Equity Analysis

At its core, a fare equity analysis demonstrates that a transit agency has considered the consequences of a proposed policy that is facially neutral but may result in a disparate impact on minority riders or a disproportionate burden for low-income riders. The FTA's recommended methodology for performing a fare equity analysis begins with determining the number and percent of users of each fare type and evaluating the differences between minority users and non-minority users and low-income and non-low-income users. Next, the analysis should evaluate the impacts of the proposed changes to determine if there is a disparate impact or disproportionate burden. Finally, alternatives must be evaluated, and mitigation strategies offered to prevent or mitigate any potential burden.

FAX is proposing to reduce fares for a limited time due to a grant from Kaiser Permanente Fresno which will subsidize fares for the mentioned groups. This may not seem like an obvious equity concern. However, the FTA Circular requires that all fare changes be analyzed to ensure that benefits are not disproportionately given to non-minority and non-low-income individuals.

Free fares for riders eligible for reduced fares is complicated from a Title VI perspective. The populations impacted by this pilot program are diverse, and there is little demographic data available for some of them. Although FAX has conducted customer surveys that have been used in previous Title VI analyses, the level of detail collected by those surveys was not enough to properly analyze the impact of the pilot program. The surveys did ask questions about age and income, but the age brackets were not spaced in a manner to be useful for this analysis. Additionally, the customer surveys did not collect data about disability status or Medicare cardholders.

American Communities Survey (ACS) data is similarly limited. Although ACS contains some data on some of these populations, it is not sufficiently detailed for the purposes of this analysis; ACS does have data by

age, for example, but does not provide crosstabulations for income and household sizes, necessary information to determine low-income status. Similar issues exist with minority status.

For reference, maps depicting minority, low-income, senior, and disabled populations in Fresno are included in Appendix A. In general, areas with above average disability correlate with low-income and minority populations. There is less correlation between seniors and areas with low-income and minority populations.

Seniors, Medicare cardholders, and persons with disabilities already have a benefit over other riders, and reduced fares are frequently provided for seniors, Medicare cardholders, and persons with disabilities by transit agencies all over the country. These benefits are widely accepted, and the FTA does not provide guidance on how much these fares can be reduced by.

Additionally, eliminating and lowering fares for seniors, Medicare cardholders, and persons with disabilities has been used to encourage riders that are eligible for paratransit services but able to access and use fixed route services instead, as the cost to transit agencies to provide paratransit services is significantly higher than the cost to provide service on fixed route services.

The benefits also do not discriminate on basis of race or income; everyone over the age of 65 can take advantage of the free fares, and everyone needs to meet the same criteria to be eligible for Medicare cards or disability. As a result, the pilot fare program does not result in a disparate impact or disproportionate burden, and mitigation measures do not need to be considered for these changes.

Public Outreach

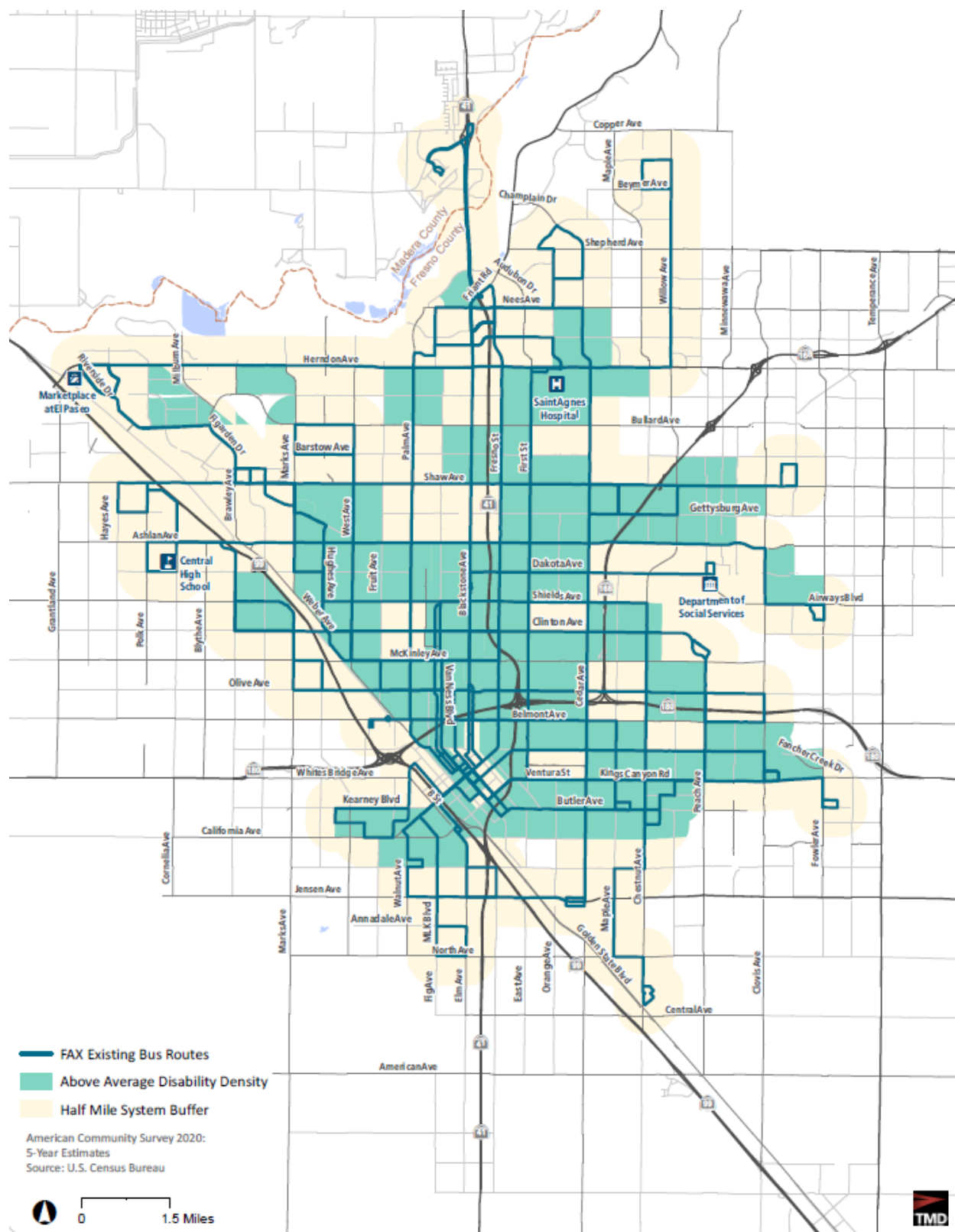
FAX conducted public outreach prior to the implementation of the pilot program, undertaking an extensive advertising effort in English and Spanish. FAX posted information about the fare change on the FAX homepage, directing users to more information on the fares and passes page of the website. A flyer advertising the fare program in both English and Spanish was posted on FAX buses. To ensure the broadest reach, FAX ran ads in The Advocate newspaper in English and the Vida En La Valle newspaper in Spanish on June 29, 2022. FAX also advertised the program at major transit centers and on some highly trafficked bus shelters. FAX shared information regarding the fare changes through its newsletter and social media. FAX's marketing campaign is detailed in Appendix B.

Conclusion

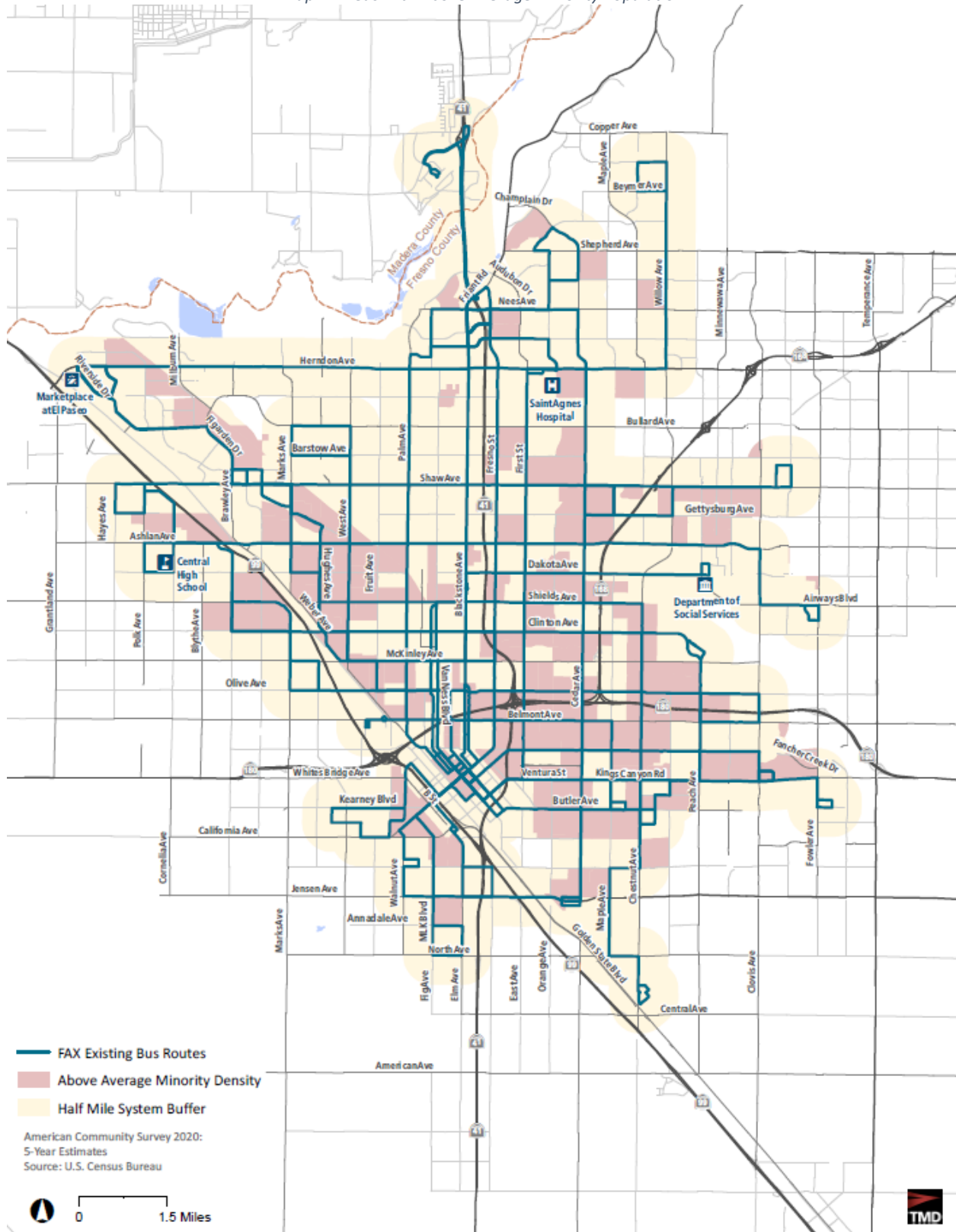
On July 1, 2022 FAX initiated a pilot program financed by Kaiser Permanente Fresno that allows reduced fare riders – seniors, Medicare cardholders, and persons with disabilities – to ride for free until the funding is expended. Although specific data on these populations was unavailable, no disparate impact or disproportionate burden was found, due to the fact that these populations already receive reduced fares, and that no one is excluded from these populations based on race or income. FAX conducted significant public outreach to inform riders of the program, including outreach in Spanish. FAX should continue to conduct outreach, especially in low-income and minority neighborhoods to ensure those that are eligible for the program take advantage of it.

Appendix A: Maps

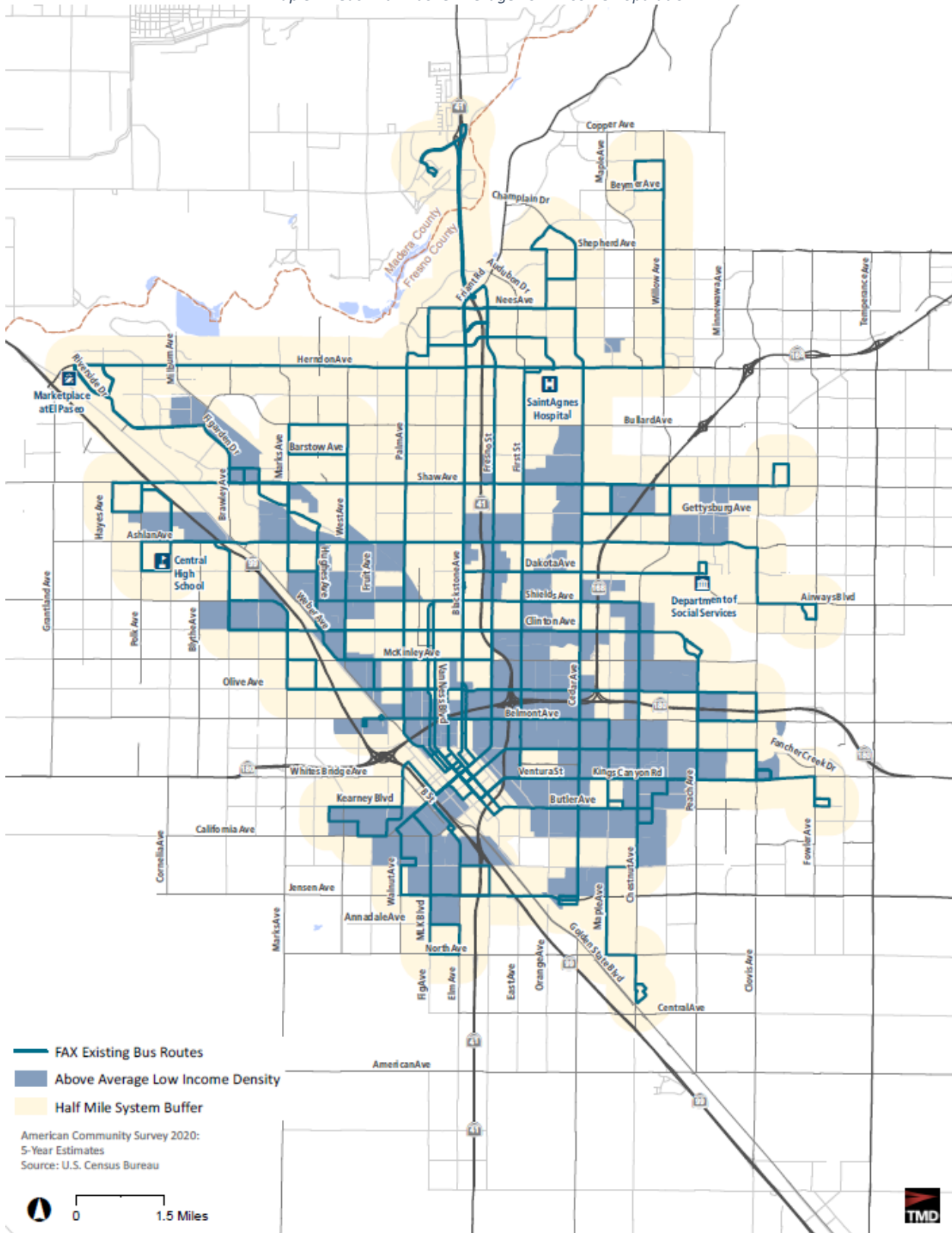
Map 1: Areas with Above Average Disability Population



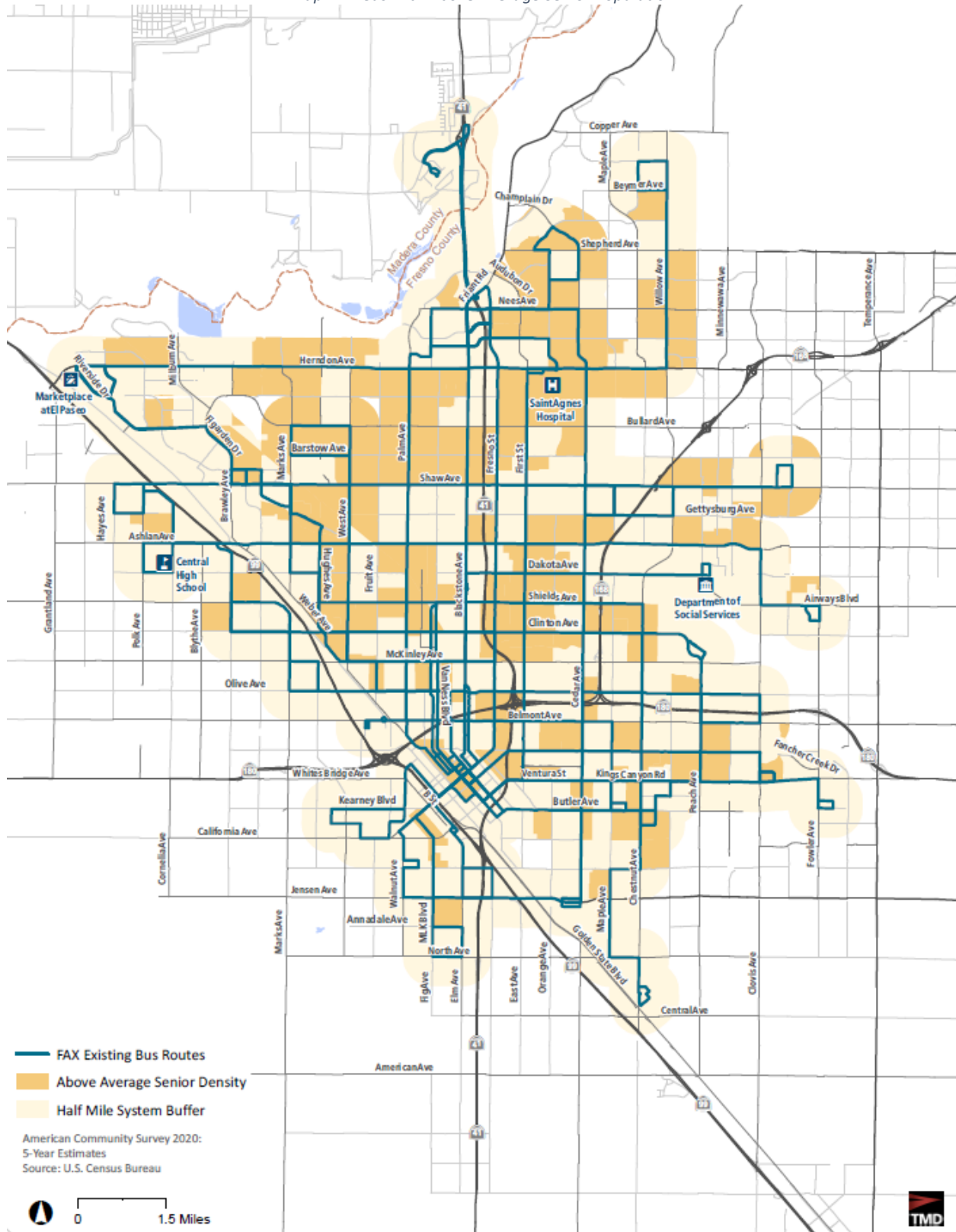
Map 2: Areas with Above Average Minority Population



Map 3: Areas with Above Average Low-Income Population



Map 4: Areas with Above Average Senior Population



Appendix B: Informational and Outreach Materials

Flyers in English and Spanish were posted onto the FAX web site home page informing passengers of new fares:

Department of Transportation | [fresno.gov/transportation/fax/](#)

GOVERNMENT SERVICES DOING BUSINESS COMMUNITY DEPARTMENTS I WANT TO...

Department of Transportation

FAX: Fresno Area Express

FAX FRESNO AREA EXPRESS

[f](#) [t](#)

- SCHEDULES
- FAX Q
- RIDER TOOLS
- RIDER ALERTS

Attention FAX Reduced Fare Riders.

Thanks to a generous Kaiser Permanente Fresno grant, beginning July 1st, Reduced Fare Riders can ride for free!

[CLICK HERE FOR MORE INFORMATION](#)

COVID-19 Information

Facial Coverings No Longer Required on Buses
Passenger Self-Screening
Auto-Examen para Pasajeros
FAX Riders – Protect Yourself
Pasajeros de FAX – Protejanse

SUMMARY OF CITY'S OFFER ATU/FAX BUS DRIVERS

INCREASED WAGES:	NO CHANGES IN OVERSIGHT RULES FOR CURRENT BUS DRIVERS
Bus wages increase 15.25% for bus drivers over the top of the previous agreement, through 2022.	Drivers hired after July 1, 2022, will be eligible for overtime after working 40 hours in a workweek.
Back to October 2020	INCREASED BENEFITS
• Lower mileage, with an increased mileage range for employees with 25,000 hours of driving time	• Health insurance with a 10% increase in the cost of the premium
• New Management Initiative on the basis of the driver's performance	• Health insurance with a 10% increase in the cost of the premium
• Quarterly management limited to 10% of the employee's salary and other defined benefits	• Health insurance with a 10% increase in the cost of the premium

FAX has been awarded the Kaiser Permanente Fresno grant, through the Central Valley, from the Kaiser Foundation for the purpose of subsidizing the cost of the grant.

	Current	Effective 7/1/22	Effective 7/1/22	Effective 7/1/22
A-E Buses	\$22.00 - \$7.00	\$35.51 - \$5.00	\$45.00 - \$5.00	\$50.00 - \$5.00
Handy Ride	n/a	\$20.00	\$20.00	\$20.00

W Dakota Ave, N Web Ave, Crystal Ave, Cortland Ave, 28, 32, 41, 12, 39, 11, 10, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0

<https://www.fresno.gov/transportation/wp-content/uploads/sites/13/2020/03/BUS-Flyer-Spanish.pdf>

Type here to search

11:48 AM 7/12/2022

When the 'Attention FAX: Reduced Fare Riders' image was clicked on the website, it opened to the Fares and Passes section of the website, shown below. The messaging related to the Kaiser Grant is shown in the second sub-section within the screenshot below.

Department of Transportation | [fresno.gov/transportation/fax/fares-passes/](#)

FAX FRESNO AREA EXPRESS

[f](#) [t](#)

- SCHEDULES
- FAX Q
- RIDER TOOLS
- RIDER ALERTS
- FARES AND PASSES
- HANDY RIDE
- ABOUT FAX
- TITLE VI NON-DISCRIMINATION POLICY
- CONTACT FAX

Fares & Passes

While FAX passengers and employees are no longer required to wear masks while onboard our buses, masks are welcome and remain an important preventive measure against COVID-19. We encourage passengers to wear masks for their protection while riding FAX.

FAX and Handy Ride will continue disinfecting all vehicles on a nightly basis and maintain sanitizing efforts at major transit hubs around the city.

FAX buses accept cash, passes, and transfers.

[Reduced Fare Program Instructions – English](#)
[Programa de Tarifas Reducidas – Español](#)
[Current Fare Structure – English](#)
[Presente Estructura de Tarifas – Español](#)

Kaiser grant provides free fares for Reduced Fare Riders for a limited time

ABOUT

As part of the Zero Fare Clean Air Act, on May 13, 2022, Kaiser Permanente Fresno awarded grant funds to Fresno Area Express to subsidize fares for Reduced Fare riders. Reduced Fare riders include Seniors 65 or older with ID, Medicare card holders, and persons with disability placards. Correct ID required. This project is supported by Kaiser Permanente Northern California Community Benefit Programs.

Reduced Fare Riders:

- Seniors (65 years or older) with valid ID
- People with Disabilities with valid ID
- Medicare Card Holders

HOW TO USE THE PROGRAM

Beginning July 1, 2022, qualifying Reduced Fare riders can board any FAX Fixed Route bus at no cost to the rider. *Riders must show identification at the time of boarding. This program will continue until grant funds are expended. Handy Ride is not included.

Type here to search

11:47 AM 7/12/2022

The flyers were also made available in English and Spanish as PDF files for online distribution.

ATTENTION FAX REDUCED FARE RIDERS.

Thanks to a generous Kaiser Permanente Fresno grant, beginning July 1st, Reduced Fare Riders can ride for free!

Reduced fare riders are Seniors 65 or older, Medicare card holders, and persons with disability placards. Correct ID Required.

This project is supported by Kaiser Permanente Northern California Community Benefit Programs.



As part of the Zero Fare Clean Air Act, on May 13, 2022, Kaiser Permanente awarded grant funds to Fresno Area Express to subsidize fares for Reduced Fare riders.

For details visit:
www.fresno.gov/fares

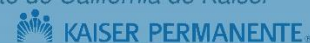


ATENCIÓN PASAJEROS DE FAX DE TARIFA REDUCIDA.

Gracias a una generosa subvención de Kaiser Permanente Fresno, a partir del 1 de julio, ¡los pasajeros con tarifa reducida pueden viajar gratis!

Los pasajeros con tarifa reducida son personas mayores de 65 años, titulares de tarjetas de Medicare y personas con carteles de discapacidad. Se requiere identificación correcta.

Este proyecto cuenta con el apoyo de los Programas de Beneficios Comunitarios del Norte de California de Kaiser Permanente.



Como parte de la Ley de Aire Limpio de Tarifa Cero, Kaiser Permanente otorgó fondos de subvención a FAX el 13 de mayo de 2022 para subsidiar las tarifas de los pasajeros de Tarifa Reducida.

Para detalles visite:
www.fresno.gov/fares



A third flyer was created in both English and Spanish for off-line distribution and posted onto all FAX buses.

ATTENTION FAX REDUCED FARE RIDERS.

ATENCIÓN PASAJEROS DE FAX DE TARIFA REDUCIDA.

Thanks to a generous Kaiser Permanente Fresno grant, beginning July 1st, Reduced Fare Riders can ride for free!

Gracias a una generosa subvención de Kaiser Permanente, a partir del 1 de julio, ¡los pasajeros con tarifa reducida pueden viajar gratis!

Reduced fare riders are Seniors 65 or older, Medicare card holders, and persons with disability placards. Correct ID Required.

Los pasajeros con tarifa reducida son personas mayores de 65 años, titulares de tarjetas de Medicare y personas con carteles de discapacidad. Se requiere identificación correcta.

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Como parte de la Ley de Aire Limpio de Tarifa Cero, el 13 de mayo de 2022, Kaiser Permanente otorgó fondos de subvención a FAX para subsidiar las tarifas de los pasajeros de Tarifa Reducida.

Advertisements were run in The Advocate newspaper in English and in the Vida En La Valle newspaper in Spanish. Both were run as quarter page ads on June 29, 2022.

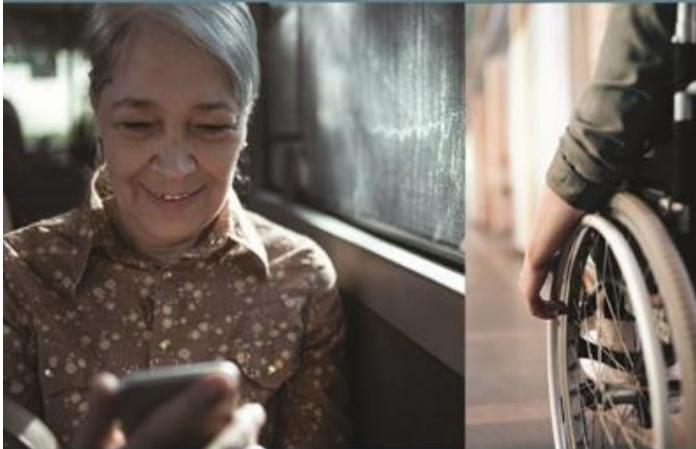
Attention

FAX FRESNO AREA EXPRESS

Reduced Fare Riders.

Thanks to a generous Kaiser Permanente Fresno grant, beginning July 1st, Reduced Fare Riders can ride for free!

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For details visit:
www.fresno.gov/fares

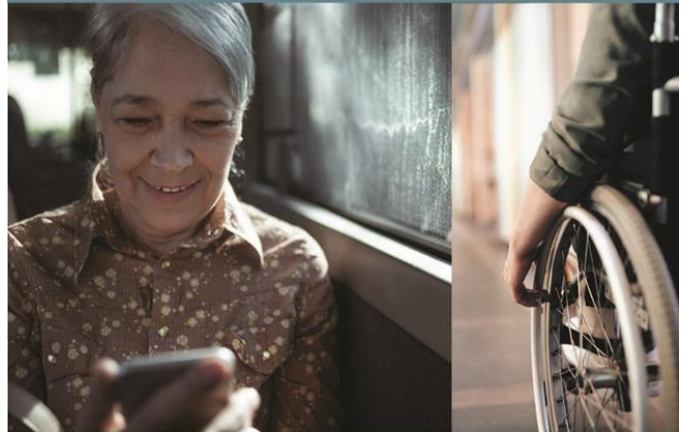
ATENCIÓN PASAJEROS DE

FAX FRESNO AREA EXPRESS

TARIFA REDUCIDA.

Gracias a una generosa subvención de Kaiser Permanente Fresno, a partir del 1 de julio, ¡los pasajeros con tarifa reducida pueden viajar gratis!

Los pasajeros con tarifa reducida son personas mayores de 65 años, titulares de tarjetas de Medicare y personas con carteles de discapacidad. Se requiere identificación correcta.



Este proyecto cuenta con el apoyo de los Programas de Beneficios Comunitarios del Norte de California de Kaiser Permanente.



Para detalles visite:
www.fresno.gov/fares

Kiosk insert placed at Manchester Transit Center kiosk in English and Spanish:



NOTICE - AVISO



ALL PASSENGERS are encouraged to wear face masks on FAX buses.

TODOS LOS PASAJEROS se les anima a usar mascarillas en los autobuses de FAX.

Children under age two and anyone with a medical condition that precludes wearing of a mask are exempt.
 Los niños menores de dos años y cualquier persona con una condición médica que impide el uso de una máscara no necesitan usar la máscara.

FAX Riders / Pasajeros de FAX

Protect yourself and others from novel coronavirus (COVID-19) Protéjase y proteja a otros de novel coronavirus (COVID-19)

- Stay home when you are sick.
- Avoid touching eyes, nose, and mouth.
- Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% alcohol.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you don't have a tissue, cough into your elbow.
- Avoid contact with sick people.

Protect your health!

Quédese en casa cuando está enfermo.

- Evite tocar los ojos, la nariz, y la boca.
- Lávese las manos frecuentemente con agua y jabón por un mínimo de 20 segundos o use un desinfectante para manos a base de alcohol con un mínimo de 60% de alcohol.
- Cúbrase la tos o la estornudo con un pañuelo desechable, luego tómele la basura. Si no tiene un pañuelo, tóse en su codo.
- Evite el contacto con personas enfermas.

Protéjase su salud!

FAX Actions on COVID-19 / Acciones de FAX acerca de COVID-19

FAX is helping to prevent the spread of novel coronavirus (COVID-19) FAX está ayudando a prevenir la propagación de novel coronavirus (COVID-19)

- FAX will...
 - Wiping down all frequently-touched areas in all buses every night.
 - Adding additional hand sanitizer dispensers to our buses.
 - Reminding our riders and drivers to:
 - Wash hands frequently.
 - Avoid touching eyes, nose, and mouth.
 - Avoid close contact with people who are sick.
 - Providing access to the latest public health information.

Protect your health!

FAX está...

- Limpando todas las áreas frecuentemente tocadas en todos los autobuses cada noche.
- Agregando dispensadores de desinfectante de manos en los autobuses.
- Recordando a nuestros pasajeros y conductores que:
 - Lávese las manos frecuentemente.
 - Evite tocarse los ojos, la nariz o la boca.
 - Evite el contacto cercano con personas enfermas.
 - Brindando acceso a la información más reciente de salud pública.

Protéjase su salud!



Fares/Tariffas

Exact fare is recommended! / Se recomienda la tarifa exacta

Base Cash Fare	\$1.00
Reduced Fare*	Free/Gratis
<p><small>Tarifa Reducida * Paid for by/pagado por Kaiser Permanente Fresno (ages 65 and over, disabled, and low income (60 area a mes) Disabled/Fax - Pasajeros discapacitados, personas de bajos ingresos, personas de bajos ingresos)</small></p>	
Active Military & Veterans** Free/Gratis	Free/Gratis
Children Under Age 12	Free/Gratis
<p><small>Miles menores de 12 años</small></p> <p><small>Un niño menor de 12 años debe acompañarse por un adulto</small></p>	
<p>No Bills Over \$20 Accepted</p> <p><small>Billetes más grandes de \$20 no son aceptados</small></p>	
<p>CHANGE CARDS / TARJETAS DE CAMBIO</p> <ul style="list-style-type: none"> • Issued for overpayment values greater than 25¢ • May be used on future FAX rides • Cannot be redeemed for cash • Emitidas por valores de sobrepago superiores a 25¢ • Pueden usarse en futuras viajes de FAX • No se pueden canjear por efectivo 	

Night Service at Courthouse Park / Servicio de Noche en "Courthouse Park"

1 Q/BT Northbound and Southbound - Use Van Ness Stations / Q/BT hacia el norte y hacia el sur - Use las estaciones de Van Ness

28 Northbound - Use A Shelter starting at 10:30 p.m. / Dirección Norte - Use el Refugio A a partir de las 10:30 p.m.

32 Southbound - Use B Shelter starting at 10:30 p.m. / Dirección Sur - Use el Refugio B a partir de las 10:30 p.m.



FAX Offices - HOURS, SERVICES

MANCHESTER TRANSIT CENTER

3590 N. Blackstone Ave., Fresno, CA 93726
Hours: Monday-Friday 8:30 a.m. - 4 p.m.

Available Services:

- FAX Bus/Route Information
- Sales Outlets - Bus Passes, Schedule Guides
- Taxi Scorp - Sign Up, Taxi Scorp Guides
- FAX ID Cards - New, Duplicate
- Handy Ride ID Cards - Duplicate
- Reduced Fare Certification
- Complaint/Complaint Forms - Pick Up, Drop Off
- Handy Ride Applications - Pick Up, Drop Off

HANDY RIDE CENTER

4488 N. Blackstone Ave., Fresno, CA 93726
Hours: Monday-Thursday 8 a.m. - 5 p.m.
Friday 8 a.m. - 4:00 p.m.

Available Services:

- Handy Ride Information
- Handy Ride Applications - Pick Up, Drop Off, Process
- Handy Ride Orientation
- Handy Ride ID Cards - New
- Lost & Found Items - Inquiry/Pick Up

FAX ADMINISTRATIVE OFFICE
2223 G Street, Fresno CA 93706
Hours: Monday-Friday 8 a.m. - 4 p.m.

Available Services:

- Administrative Functions

Oficinas de FAX - HORAS, SERVICIOS

CENTRO DE TRANSITO DE MANCHESTER

3590 N. Blackstone Ave., Fresno, CA 93726
Abierto de lunes a viernes desde las 8:30 a.m. hasta las 4 p.m.

Servicios Disponibles:

- Información de rutas/autobuses de FAX
- Punto de venta: pases de autobús, guías de horarios
- Taxi Scorp - Registro, Ventas de Taxi Scorp
- Tarjetas de identificación de FAX: nuevas, duplicadas
- Tarjetas de identificación de Handy Ride: duplicadas
- Certificación de tarifa reducida
- Formularios de queja/complido: recoger, dejar
- Aplicaciones de Handy Ride: recoger, dejar

CENTRO DE HANDY RIDE

4488 N. Blackstone Ave., Fresno, CA 93726
Horario: Lunes a viernes de 8 a.m. a 5 p.m.
Viernes de 8 a.m. a 4 p.m.

Servicios Disponibles:

- Información de Handy Ride
- Solicitudes de Handy Ride - Para recoger, para dejar, para procesar
- Orientación de Handy Ride
- Tarjetas de identificación de Handy Ride - Tarjetas nuevas solamente
- Artículos perdidos y encontrados
- Preguntas, Artículos para recoger

OFICINAS ADMINISTRATIVAS DE FAX
2223 G Street, Fresno CA 93706
Horas: Lunes a viernes de 8 a.m. a 4 p.m.

Servicios Disponibles:

- Funciones administrativas



www.fresno.gov/fax • 559.621.7433


Scan to download free App
scanear para descargar la aplicación gratuita




MyFAXBus




@FresnoFAX



NOTICE - AVISO



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Los niños menores de dos años y cualquier persona con una condición médica que impida el uso de una máscara no necesitan usar la máscara.

FAX Riders / Pasajeros de FAX

Protect yourself and others from novel coronavirus (COVID-19)
Protéjase y proteja a otros de novel coronavirus (COVID-19)

- Stay home when you are sick.
- Avoid shaking hands, hugs, and kisses.
- Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% alcohol.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you do not have a tissue, cough into your elbow.
- Avoid contact with sick people.

Protect your health!

- Quédese en casa cuando está enfermo.
- Evite sacudir las cosas, los abrazos, y los besos.
- Lávese las manos frecuentemente con agua y jabón por un mínimo de 20 segundos o use un desinfectante para manos a base de alcohol con un mínimo de 60% de alcohol.
- Cubra su tose o su estornudo con un pañuelo desechable, luego tirelo a la basura. Si no tiene un pañuelo, tose en su manga.
- Evite el contacto con personas enfermas.

¡Proteja su salud!

FAX Actions on COVID-19 / Acciones de FAX acerca de COVID-19

FAX is helping to prevent the spread of novel coronavirus (COVID-19)
FAX está ayudando a prevenir la propagación de novel coronavirus (COVID-19)

FAX:


- Placing cover all frequently-touched areas in all buses every night.
- Adding locations hand sanitizer dispensers to our buses.
- Wearing our gloves and masks to:
- Wash hands frequently.
- Avoid touching eyes, nose, and mouth.
- Avoid close contact with people who are sick.
- Providing access to the latest public health information.

Protect your health!

FAX está:

- Limpieza todas las áreas frecuentemente tocadas en todos los autobuses cada noche.
- Agregando dispensadores de desinfectante de manos sin contacto a nuestras unidades.
- Usando guantes y mascarillas para:
- Lavarse las manos frecuentemente.
- Evitar tocar los ojos, la nariz y la boca.
- Evitar el contacto cercano con personas enfermas.
- Brindando acceso a la información más reciente de salud pública.

¡Proteja su salud!



FAX
FRESNO AREA
EXPRESS

NIGHT SERVICE
SERVICIO NOCTURNO

MONDAY THROUGH SATURDAY
DE LUNES A SÁBADO

Highway City

Fresno

Clovis

Madera

Hawthorne

Sanger

Wasco

Arvin

Hanford

Corcoran

Lemoore

Coalinga

Bakersfield

Tulare

Visalia

Merced

Stockton

Modesto

Yuba City

Wichita Falls

Dallas

Houston

San Antonio

Austin

Fort Worth

Phoenix

San Diego

Los Angeles

San Francisco

Oakland

San Jose

San Luis Obispo

Santa Barbara

Santa Cruz

Merced

Yuba City

Wichita Falls

Dallas

Houston

San Antonio

Austin

Fort Worth

Phoenix

San Diego

Los Angeles

San Francisco

Oakland

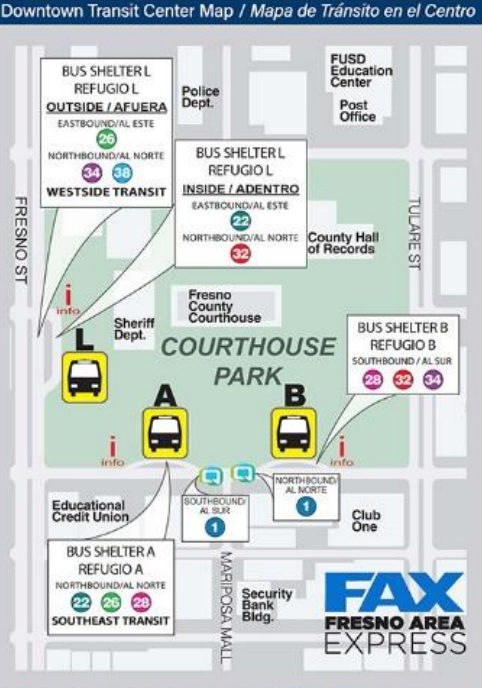
San Jose

San Luis Obispo

Santa Barbara

Santa Cruz

Downtown Transit Center Map / Mapa de Tránsito en el Centro



FAX
FRESNO AREA
EXPRESS

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Dallas

Houston

San Antonio

Austin

Fort Worth

Phoenix

San Diego

Los Angeles

San Francisco

Oakland

San Jose

San Luis Obispo

Santa Barbara

Santa Cruz

FAX Offices - HOURS, SERVICES

MANCHESTER TRANSIT CENTER
3590 N. Blackstone Ave., Fresno, CA 93726
Hours: Monday-Friday 9:30 a.m. - 4 p.m.

Available Services:

- FAX Bus/Route Information
- Sales/Outlet - Bus Passes, Schedule Guides
- Taxi Scrip - Sign Up, Taxi Scrip Sales
- FAX ID Cards - New, Duplicate
- Handy Ride ID Cards - Duplicate
- Reduced Fare Certification
- Complaint/Complaint Forms - Pick Up, Drop Off
- Handy Ride Applications - Pick Up, Drop Off

HANDY RIDE CENTER
4488 N. Blackstone Ave., Fresno, CA 93726
Hours: Monday-Thursday 8 a.m. - 5 p.m.
Friday 8 a.m. - 4:00 p.m.

Available Services:

- Handy Ride Information
- Handy Ride Applications - Pick Up, Drop Off, Process
- Handy Ride Orientation
- Handy Ride ID Cards - New
- Lost & Found Items - Inquiry, Pick Up

FAX ADMINISTRATIVE OFFICE
2223 G Street, Fresno CA 93706
Hours: Monday-Friday 8 a.m. - 4 p.m.

Available Services:

- Administrative Functions

Oficinas de FAX - HORAS, SERVICIOS

CENTRO DE TRÁNSITO DE MANCHESTER
3590 N. Blackstone Ave., Fresno, CA 93726
Abierto de lunes a viernes desde las 9:30 a.m. hasta las 4 p.m.

Servicios Disponibles:

- Información de ruta/autobús de FAX
- Punto de venta: pases de autobús, guías de horarios
- Taxi Scrip - Registro, Ventas de Taxi Scrip
- Tarjetas de identificación de FAX: nuevas, duplicadas
- Tarjetas de identificación de Handy Ride: duplicadas
- Certificación de tarifa reducida
- Formularios de queja/complains: recoger, dejar
- Aplicaciones de Handy Ride: recoger, dejar

CENTRO DE HANDY RIDE
4488 N. Blackstone Ave., Fresno, CA 93726
Horario: Lunes a viernes de 8 a.m. a 5 p.m.
Viernes de 8 a.m. a 4 p.m.

Servicios Disponibles:

- Información de Handy Ride
- Solicitudes de Handy Ride
- Para recoger: para dejar, para procesar
- Orientación de Handy Ride
- Tarjetas de identificación de Handy Ride - tarjetas nuevas solamente
- Artículos perdidos y encontrados
- Preguntas, Artículos para recoger

OFICINAS ADMINISTRATIVAS DE FAX
2223 G Street, Fresno CA 93706
Horario: Lunes a viernes de 8 a.m. a 4 p.m.


Servicios Disponibles:

- Funciones administrativas

FAX
FRESNO AREA
EXPRESS

www.fresno.gov/fax • 559.621.7433

Scan to download free App
Escanear para descargar la aplicación gratuita



MyFAXBus

@FresnoFAX

Reduced Fare instructions in English were placed on the “Fares” page of the FAX web site and made available to English-speaking transit riders at MTC.

**REDUCED FARE ELIGIBLE CUSTOMERS
RIDE FREE FOR A LIMITED TIME**



REDUCED FARE PROGRAM

A Program for Persons with Disabilities Riding FAX Fixed-Route Buses at a Reduced Cost*

1. To apply, visit the FAX Manchester Transit Center (MTC)
 - MTC is located at 3590 N. Blackstone Ave., in front of the Manchester Mall.
 - ID cards are made Monday through Friday from 8:30 a.m. to 3:30 p.m.
 - If you have questions prior to your visit, call (559) 621-RIDE (7433).
2. Along with your federal or state picture ID, one of the following documents will be required to verify your eligibility (see samples on the back).
 - Medicare Identification Card (white card with red and blue stripes)
 - Department of Motor Vehicles (DMV) Disabled Person Placard Receipt
 - Social Security Disability Insurance (SSI/SSDI) Award Letter (*dated within 12 months* of your visit)
3. On the day of your visit:
 - You will need to bring an official federal or state picture ID (e.g., driver's license) and one of the above listed documents.
 - Note: if under the age of 16 please bring a school ID or copy of birth certificate with a parent's state or federal issued photo ID.
 - Your FAX photo ID will be taken.
 - Your FAX ID card will be provided at the time of your visit.
4. Your new ID card will have an expiration date (maximum three years from issuance) and will need to be renewed upon expiration.
5. There is \$3 replacement fee for lost/damaged ID cards.

Fresno Area Express does not discriminate against persons with disabilities.

Rev. 07/2022

REDUCED FARE PROGRAM

MEDICARE CARD

Reduced Fare instructions in English were placed on the “Fares” page of the FAX web site and made available to English-speaking transit riders at MTC.

LOS CLIENTES ELEGIBLES PARA TARIFA REDUCIDA VIAJAN GRATIS POR TIEMPO LIMITADO



PROGRAMA DE TARIFAS REDUCIDAS

Un programa para personas con discapacidades que viajan en autobuses con rutas fijas por FAX a un costo reducido*

- Para aplicar, visite el FAX Centro de Tránsito de Manchester (MTC)
 - MTC está ubicado en 3590 N. Blackstone Ave., frente el centro comercial de Manchester.
 - Las tarjetas de identificación se realizan de lunes a viernes de 8:30 a.m. a 3:30 p.m.
 - Si tiene preguntas antes de su visita, llame al (559) 621-RIDE (7433).
- Junto con su identificación con foto federal o estatal, necesitará uno de los siguientes documentos para verificar su elegibilidad (vea los ejemplos en la parte posterior).
 - Tarjeta de identificación de Medicare (tarjeta blanca con rayas rojas y azules)
 - Recibo de placa para personas discapacitadas del Departamento de Vehículos Motorizados (DMV)
 - Carta de adjudicación del Seguro Social por Discapacidad (SSI/SSDI) (fecha dentro de 12 meses de su visita)
- El día de su visita:
 - Tendrá que traer una identificación oficial con foto federal o estatal (por ejemplo, licencia de conductor) y uno de los documentos mencionado anteriormente.
 - Nota: si es menor de 16 años, por favor traiga una identificación de la escuela o una copia del certificado de nacimiento con la identificación con foto emitida por un padre por el estado o el gobierno federal.
 - Se tomará su foto para su identificación.
 - Su tarjeta de identificación de FAX se proporcionará en el momento.
- Su nueva tarjeta de identificación tendrá una fecha de vencimiento (máximo tres años a partir de la emisión) y deberá renovarse al vencimiento.
- Hay una tarifa de reemplazo de \$3 para tarjetas de identificación perdidas o dañadas.

Fresno Area Express no discrimina a las personas con discapacidades.

Rev. 07/2022

LOS CLIENTES ELEGIBLES PARA TARIFA REDUCIDA VIAJAN GRATIS POR TIEMPO LIMITADO

PROGRAMA DE TARIFA REDUCIDA

Puede calificar automáticamente para el Programa de Tarifa Reducida si tiene una tarjeta de identificación estatal o federal y uno de los siguientes:

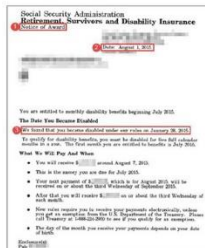
TARJETA MEDICARE



RECIBO DE LA PLACA DEL DMV



CARTA DE PREMIO SSI/SSDI



Two banners were hung in the breezeway at the Manchester Transit Center.

Attention Reduced Fare Riders

Thanks to a generous Kaiser Permanente Fresno grant, Reduced Fare Riders ride free.



KAISER PERMANENTE®



For details visit: www.fresno.gov/fares

FAX FRESNO AREA EXPRESS

Stickers were placed on the fare boxes of FAX buses

Reduced Fare*
Tarifa Reducida

Free/Gratis
Paid for by/pago por Kaiser Permanente Fresno



fresno.gov/fax

Cash / Efectivo

Exact fare is recommended / Se recomienda la tarifa exacta

Base Cash Fare

Tarifa básica en efectivo

\$1.00

Reduced Fare*

Tarifa Reducida

Free/Gratis

Seniors (65 years & older) - Personas de edad avanzada (65 años o más)

Disabled Fare - Personas incapacitadas

Medicare Cardholder - La Tarjeta Medicare

Thanks to a generous Kaiser Permanente Fresno grant, beginning July 1, 2022, Reduced Fare Riders ride free!

Gracias a una generosa subvención de Kaiser Permanente Fresno, a partir del 1 de julio, ¡los pasajeros con tarifa reducida pueden viajar gratis!

Active Military & Veterans*

Militares y veteranos activos

Free/Gratis

Children Under Age 12

Niños menores de 12 años

Free/Gratis

Children under 6 must be accompanied by an adult

Los niños menores de 6 años deben estar acompañados por un adulto

*ID Required / Identificación Requerida

No Bills Over \$20 Accepted

Billetes más grandes de \$20 no son aceptados

CHANGE CARDS / TARJETAS DE CAMBIO

- Issued for overpayment values greater than 25¢
- May be used on future FAX rides
- Cannot be redeemed for cash

- Emitidas por valores de sobrepago superiores a 25¢
- Pueden usarse en futuros viajes de FAX
- No se pueden canjear por efectivo

For details scan this QR code



Starting July 1, 2022

**Kaiser grant provides free fares for
Reduced Fare Riders for a limited time**

About

As part of the Zero Fare Clean Air Act, on May 13, 2022, Kaiser Permanente Fresno awarded grant funds to Fresno Area Express to subsidize fares for Reduced Fare riders. Reduced Fare riders include Seniors 65 or older with ID, Medicare card holders, and persons with disability placards. Correct ID required. This project is supported by Kaiser Permanente Northern California Community Benefit Programs.

How Riders use the program

Beginning July 1, 2022, qualifying Reduced Fare riders can board any FAX Fixed Route bus at no cost to the rider. Riders must show identification at the time of boarding. This program will continue until grant funds are expended. Handy Ride is not included.

Acceptable types of I.D. are:

- FAX issued identification cards
- Medicare card and proper identification
- Driver's License or State issued I.D. card (DMV)
- DMV Parking Placard with registration form

Reduced fare identification cards issued from other transit agencies, will be accepted on FAX fixed route buses. Laminated passes will not be accepted.

For Assistance Refer Riders to:

559-621-RIDE



The June 2022 “What’s New At FAX” newsletter included an article announcing the Kaiser grant providing free fares for Reduced Fare Riders for a limited time (English).

Posted on the FAX website in English and Spanish and sent to subscribers of the FAX email newsletter containing 322 subscribers.

<div data-bbox="138 378 259 462"> </div> <div data-bbox="406 378 552 441"> <p>@fresnofax Facebook.com/fresnofax Twitter.com/fresnofax</p> </div> <div data-bbox="129 470 435 510"> <h3>What's New at FAX, June 2022</h3> <p>June 24, 2022</p> </div> <div data-bbox="129 531 535 571"> <h4>Generous Kaiser grant provides free fares for Reduced Fare Riders for a limited time</h4> </div> <div data-bbox="129 583 557 770"> <p>As part of the Zero Fare Clean Air Act, on May 13, 2022, Kaiser Permanente Fresno awarded grant funds to Fresno Area Express to subsidize fares for Reduced Fare riders. Reduced Fare riders include Seniors 65 or older with ID, Medicare card holders, and persons with disability placards. Correct ID required. This project is supported by Kaiser Permanente Northern California Community Benefit Programs.</p> </div> <div data-bbox="129 781 302 800" data-label="Section-Header"> <h4>HOW TO USE THE PROGRAM</h4> </div> <div data-bbox="129 810 323 907"> <p>Beginning July 1, 2022, qualifying Reduced Fare riders can board any FAX Fixed Route bus at no cost to the rider. *Riders must show identification at the time of boarding. This program will</p> </div> <div data-bbox="323 606 552 907"> <div data-bbox="324 609 552 661"> <p>ATTENTION FAX REDUCED FARE RIDERS. Thanks to a grant award from Kaiser Permanente, starting July 1st, your fare will be paid!</p> </div> <div data-bbox="324 661 552 724"> <p>Reduced fare riders are Seniors 65 or older, Medicare card holders, and persons with disability placards.</p> </div> <div data-bbox="324 724 552 766"> <p>This project is supported by Kaiser Permanente Northern California Community Benefit Programs.</p> </div> <div data-bbox="324 766 552 903"> </div> </div>	<p>continue until grant funds are expended. Handy Ride is not included.</p> <p>*Acceptable types of I.D. are:</p> <ul style="list-style-type: none"> FAX issued identification cards Medicare card and proper identification Driver's License or State issued I.D. card (DMV) DMV Parking Placard with registration form <p>Reduced fare identification cards issued from other transit agencies, will be accepted on FAX fixed route buses. Laminated passes will not be accepted.</p> <p>For assistance, please call 559-621-RIDE. Thanks to Kaiser Permanente Fresno for this kind gesture!</p> <div data-bbox="617 581 883 600"> <h4>Two new stops added to FAX Route 3</h4> </div> <div data-bbox="617 611 1023 659"> <p>Route 3, the "Herndon Cross-town" was added to the FAX fixed-route network in August 2021. To further improve service levels, FAX is adding two new stops to Route 3. These changes went into effect on June 10, 2022.</p> </div> <div data-bbox="617 680 763 806"> </div> <div data-bbox="816 667 1023 789"> <p>The new stops are located on northbound Chestnut just north of Behmyer, and on southbound Willow, just south of Behmyer. The new stops are shown as red stars on the map to the left. FAX will continue to make improvements to the FAX fixed-route network to better serve transit riders.</p> </div>	<div data-bbox="1083 363 1459 401"> <h4>FAX to provide free rides to Cooling Centers when temperatures exceed 105 degrees</h4> </div> <div data-bbox="1083 415 1515 478"> <p>On days when temperatures are expected to exceed 105 degrees in Fresno, the City of Fresno will open its cooling centers from 12:00 p.m. to 7:00 p.m. During these times, FAX will provide free transit service to the cooling centers.</p> </div> <div data-bbox="1083 489 1515 522"> <p>City of Fresno designated cooling centers and the FAX routes they are serviced by are:</p> </div> <div data-bbox="1096 527 1304 707"> <ul style="list-style-type: none"> Ted C. Wills Community Center, 770 N. San Pablo, accessed via routes 22, 33, and 35. Frank H Ball Neighborhood Center, 760 Mayor Avenue, accessed via routes 32 and 34. Mosqueda Community Center, 4670 E. Butler, accessed via routes 26 and 33. Pinedale Community Center, 7170 N. San Pablo, accessible via routes 1, 3, 26, 32, and 34. </div> <div data-bbox="1304 527 1508 774"> </div> <div data-bbox="1083 718 1304 781"> <p>The City of Fresno will also open cooling centers on weekends when the temperature in Fresno is forecasted for 105 degrees, or above.</p> </div> <div data-bbox="1083 791 1515 869"> <p>FAX will provide free transportation along normal routes to and from cooling center sites when the centers are open. To ride free, passengers must indicate they are travelling to a cooling center. Individuals should refer to the FAX schedule to determine the final evening departure time for buses providing service near cooling center locations.</p> </div>
<div data-bbox="129 1005 503 1045"> <h4>FAX to provide free rides to Cooling Centers when temperatures exceed 105 degrees</h4> </div> <div data-bbox="129 1060 557 1125"> <p>On days when temperatures are expected to exceed 105 degrees in Fresno, the City of Fresno will open its cooling centers from 12:00 p.m. to 7:00 p.m. During these times, FAX will provide free transit service to the cooling centers.</p> </div> <div data-bbox="129 1136 557 1169"> <p>City of Fresno designated cooling centers and the FAX routes they are serviced by are:</p> </div> <div data-bbox="144 1173 352 1358"> <ul style="list-style-type: none"> Ted C. Wills Community Center, 770 N. San Pablo, accessed via routes 22, 33, and 35. Frank H Ball Neighborhood Center, 760 Mayor Avenue, accessed via routes 32 and 34. Mosqueda Community Center, 4670 E. Butler, accessed via routes 26 and 33. Pinedale Community Center, 7170 N. San Pablo, accessible via routes 1, 3, 26, 32, and 34. </div> <div data-bbox="129 1371 557 1434"> <p>The City of Fresno will also open cooling centers on weekends when the temperature in Fresno is forecasted for 105 degrees, or above.</p> </div> <div data-bbox="129 1446 557 1526"> <p>FAX will provide free transportation along normal routes to and from cooling center sites when the centers are open. To ride free, passengers must indicate they are travelling to a cooling center. Individuals should refer to the FAX schedule to determine the final evening departure time for buses providing service near cooling center locations.</p> </div> <div data-bbox="352 1173 552 1430"> </div>	<div data-bbox="617 1005 989 1039"> <h4>The Shaw-Cedar Bus Stop Improvement Project has started</h4> </div> <div data-bbox="617 1050 860 1213"> <p>FAX has started the project to upgrade 63 bus stops along the FAX fixed route system on Shaw from Valentine to Cedar, and on Cedar from Jensen to Shaw. The project will provide accessible locations to wait for the bus and accessible pathways for passengers. Improvements include adding new bus stop amenities such as shelters, benches, and trash receptacles, and or enlarging concrete bus stop landings; and improving curbs and gutters.</p> </div> <div data-bbox="860 1050 1015 1234"> </div> <div data-bbox="617 1239 1027 1302"> <p>Routes 9 and 38 are high frequency routes operating with 15-minute frequencies during regular service hours. Twenty-eight of these stops are on Shaw between Valentine and Cedar, and thirty-five of them are on Cedar between Jensen and Shaw.</p> </div> <div data-bbox="617 1314 1021 1442"> </div> <div data-bbox="617 1453 1027 1533"> <p>This project is part of FAX's effort to improve service and will provide passengers with new shelters, benches, trash receptacles and added security lighting. Ultimately, this project benefits 10 additional bus routes which intersect Routes 9 and 38: Routes 20, 22, 26, 32, 34, 35, 38, 39, 41, and 45. This work is expected to be completed within 1 year from the start of the project.</p> </div>	<p>We appreciate your patience as we enter the construction process. Thank you for supporting FAX! If you have any questions, please dial 311.</p> <div data-bbox="1083 1060 1492 1119"> <p>@fresnofax</p> </div>

The June 2022 "What's New At FAX" newsletter included an article announcing the Kaiser grant providing free fares for Reduced Fare Riders for a limited time (English).

Posted on the FAX website in English and Spanish

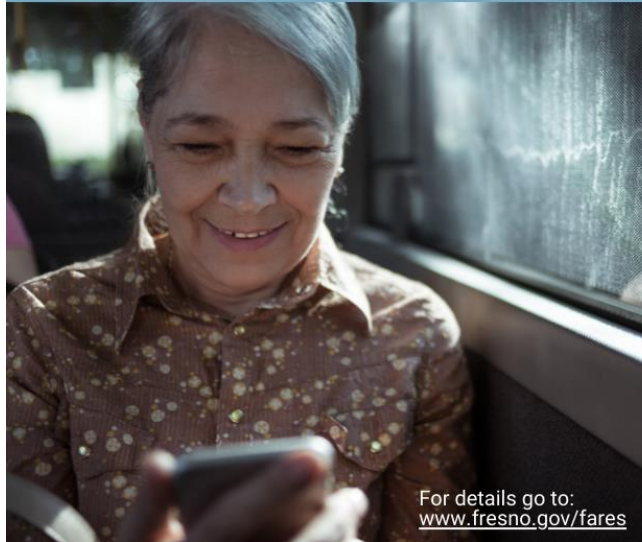
<div data-bbox="138 289 261 375"> </div> <div data-bbox="410 289 557 348"> <p>@fresnofax Facebook.com/fresnofax Twitter.com/fresnofax</p> </div> <div data-bbox="131 384 545 424"> <p>Novedades de FAX, Junio de 2022 - Corregida 24 de Junio de 2022</p> </div> <div data-bbox="131 447 548 508"> <p>Una generosa subvención de Kaiser proporciona tarifas gratuitas por un tiempo limitado para pasajeros con tarifa reducida</p> </div> <div data-bbox="131 522 548 785"> <p>Como parte de la Ley de Aire Limpio de Tarifa Cero, el 13 de mayo de 2022, Kaiser Permanente Fresno otorgó fondos de subvención a Fresno Area Express para subsidiar las tarifas de los pasajeros de Tarifa Reducida. Los pasajeros de tarifa reducida incluyen personas mayores de 65 años con identificación, titulares de tarjetas de Medicare y personas con carteles de discapacidad. Se requiere identificación correcta. Este proyecto cuenta con el apoyo de los Programas de Beneficios Comunitarios del Norte de California de Kaiser Permanente.</p> <div data-bbox="334 525 548 806"> </div> </div> <div data-bbox="131 795 316 814"> <p>CÓMO UTILIZAR EL PROGRAMA</p> </div>	<p>A partir del 1 de julio de 2022, los pasajeros de tarifa reducida que califiquen pueden abordar cualquier autobús de ruta fija de FAX sin costo alguno para el pasajero. *Los pasajeros deben mostrar identificación al momento de abordar. Este programa continuará hasta que se agoten los fondos de la subvención. Handy Ride no está incluido.</p> <p>*Tipos aceptables de identificación incluyen:</p> <ul style="list-style-type: none"> • Tarjetas de identificación emitidas por FAX • Tarjeta de Medicare e identificación adecuada • Licencia de conducir o identificación emitida por el estado (tarjeta DMV) • Placa de estacionamiento del DMV con formulario de registro <p>Para obtener ayuda, por favor llame al 559-621-RIDE. ¡Gracias a Kaiser Permanente Fresno por este amable gesto!</p> <p>Dos paradas nuevas agregadas a la ruta 3 de FAX</p> <p>La ruta 3, "Herndon Cross-town", se agregó a la red de rutas fijas de FAX en agosto de 2021. Para mejorar aún más los niveles de servicio, FAX agregará dos nuevas paradas a la ruta 3. Estos cambios entraron en vigencia el 10 de junio de 2022.</p> <div data-bbox="625 638 812 764"> </div> <p>Las paradas nuevas están ubicadas en Chestnut en dirección norte, justo al norte de Behymer, y en Willow en dirección sur, justo al sur de Behymer. Las paradas nuevas se muestran como estrellas rojas en el mapa a la izquierda. FAX continuará realizando mejoras en la red de ruta fija de FAX para brindar un mejor servicio a los pasajeros del transporte público.</p>	<p>FAX proporcionará viajes gratis a los centros de enfriamiento cuando las temperaturas superen los 105 grados</p> <p>En los días en que se espera que las temperaturas superen los 105 grados en Fresno, la ciudad de Fresno abrirá sus centros de enfriamiento a partir de la 12:00 p.m. a las 7:00 p.m. Durante estos tiempos, FAX brindará servicio de tránsito gratis a los centros de enfriamiento.</p> <p>Los centros de enfriamiento designados por la ciudad de Fresno y las rutas de FAX que los atienden son:</p> <ul style="list-style-type: none"> • Centro Comunitario Ted C. Willis, 770 N. San Pablo, accesible a través de las rutas 22, 33 y 35. • Centro Vecinal Frank H. Ball, 760 Mayor Avenue, accesible a través de las rutas 32 y 34. • Centro Comunitario Mosqueda, 4670 E. Butler, accesible por las rutas 26 y 33. • Centro Comunitario de Pinedale, 7770 N. San Pablo, accesible a través de las rutas 1, 3, 26, 32 y 34. <p>La ciudad de Fresno también abrirá centros de enfriamiento los fines de semana cuando la temperatura en Fresno se pronostique en 105 grados o más.</p> <div data-bbox="1305 472 1508 728"> </div> <p>FAX proporcionará transporte gratuito a lo largo de las rutas normales hacia y desde los sitios de los centros de enfriamiento cuando los centros estén abiertos. Para viajar gratis, los pasajeros deben indicar que viajan a un centro de enfriamiento. Las personas deben consultar el horario de FAX para</p>
<p>determinar la última hora de salida de la tarde para los autobuses que brindan servicio cerca de las ubicaciones de los centros de enfriamiento.</p> <p>Resultados de la encuesta de satisfacción de pasajeros de tránsito de FAX</p> <div data-bbox="131 997 316 1457"> </div> <p>En la edición de mayo de 2022 del boletín informativo de FAX, presentamos un resumen largo y detallado de los hallazgos clave de la Encuesta de satisfacción de pasajeros de tránsito de FAX de 2022.</p> <p>Una imagen vale más que mil palabras. Por esa razón, hemos creado una infografía que ilustra los hallazgos clave de la encuesta.</p> <p>Si está interesado en los resúmenes ejecutivos o los informes completos de las encuestas de satisfacción de pasajeros de FAX Transit o Handy Ride Transit de 2022, los puede acceder en https://www.fresno.gov/fax/.</p>	<p>El proyecto de mejora de la parada de autobús de Shaw-Cedar ha comenzado</p> <p>FAX ha iniciado el proyecto para mejorar 63 paradas de autobús a lo largo del sistema de rutas fijas de FAX en Shaw desde Valentine hasta Cedar, y en Cedar desde Jensen hasta Shaw. El proyecto proporcionará lugares accesibles para esperar el autobús y caminos accesibles para los pasajeros. Las mejoras incluyen agregar nuevos servicios a las paradas de autobús, como refugios, bancos y receptáculos de basura, y/o ampliar los descansos de concreto de las paradas de autobús; y mejorar los bordillos y las cunetas.</p> <div data-bbox="867 963 1032 1152"> </div> <p>Las rutas 9 y 38 son rutas de alta frecuencia que operan con frecuencias de 15 minutos durante el horario regular de servicio. Veintiocho de estas paradas están en Shaw entre Valentine y Cedar, y treinta y cinco de ellas están en Cedar entre Jensen y Shaw.</p> <div data-bbox="617 1247 1037 1383"> </div> <p>Este proyecto es parte del esfuerzo de FAX para mejorar el servicio y brindar a los pasajeros nuevos refugios, bancos, receptáculos de basura e iluminación de seguridad adicional. Este proyecto beneficia a 12 rutas de autobús adicionales que se cruzan con las Rutas 9 y 38: Rutas 20, 22, 26, 32, 34, 35, 38,</p>	<p>39, 41 y 45. Se espera que este trabajo esté terminado dentro de 1 año a partir del inicio del proyecto. Agradecemos su paciencia mientras entramos en el proceso de construcción. ¡Gracias por apoyar a FAX! Si tiene alguna pregunta, llame al 311.</p> <div data-bbox="1094 984 1503 1041"> </div>

Attention FAX Reduced Fare Riders.

Thanks to a generous Kaiser Permanente Fresno grant, beginning July 1st, Reduced Fare Riders can ride for free!

Reduced Fare riders are Seniors 65 or older, Medicare card holders, and persons with disability placards. Correct ID required.

This project is supported by Kaiser Permanente Northern California Community Benefit Programs.



For details go to:
www.fresno.gov/fares



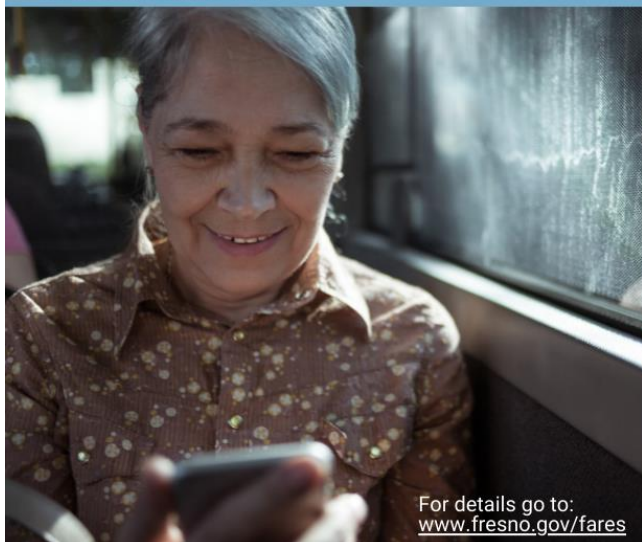
FAX
FRESNO AREA
EXPRESS

Attention FAX Reduced Fare Riders.

Thanks to a generous Kaiser Permanente Fresno grant, starting tomorrow, July 1st, Reduced Fare Riders ride free!

Reduced Fare riders are Seniors 65 or older, Medicare card holders, and persons with disability placards. Correct ID required.

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For details go to:
www.fresno.gov/fares



FAX
FRESNO AREA
EXPRESS

E-mail was sent to FAX Stakeholders on June 30, 2022:

Dear FAX Stakeholders:

Generous Kaiser grant provides free fares for Reduced Fare Riders for a limited time

In May 2022, Kaiser Permanente Fresno awarded grant funds to FAX to subsidize fares for Reduced Fare riders. Reduced Fare riders include Seniors 65 or older with ID, Medicare card holders, and persons with disability placards. This project is supported by Kaiser Permanente Northern California Community Benefit Programs. This program will continue until grant funds are expended.

WHAT THIS MEANS AND HOW TO USE THE PROGRAM

Beginning July 1, 2022, qualifying Reduced Fare riders can board any FAX Fixed Route bus at no cost to the rider. **This means that Reduced Fare riders can ride for FREE, and will no longer need to purchase tickets or passes, until the grant funds expire.** (Handy Ride is not included.) *Riders must show identification at the time of boarding.

*Acceptable types of I.D. are:

- FAX issued identification cards
- Medicare card and proper identification
- Driver's License or State issued I.D. card (DMV)
- DMV Parking Placard with registration form

We ask you to help us inform all FAX riders that you encounter. For assistance, please call 559-621-RIDE.

Thanks to Kaiser Permanente Fresno for this kind gesture!

Una generosa subvención de Kaiser proporciona tarifas gratuitas para pasajeros con tarifa reducida por tiempo limitado

En mayo de 2022, Kaiser Permanente Fresno otorgó fondos de subvención a FAX para subsidiar las tarifas de los pasajeros con tarifa reducida. Los pasajeros de tarifa reducida incluyen personas mayores de 65 años con identificación, titulares de tarjetas de Medicare y personas con carteles de discapacidad. Este proyecto cuenta con el apoyo de los Programas de Beneficios Comunitarios del Norte de California de Kaiser Permanente. Este programa continuará hasta que se agoten los fondos de la subvención.

QUÉ SIGNIFICA ESTO Y CÓMO UTILIZAR EL PROGRAMA

A partir del 1 de julio de 2022, los pasajeros de tarifa reducida que califiquen pueden abordar cualquier autobús de ruta fija de FAX sin costo alguno para el pasajero. **Esto significa que los pasajeros con tarifa reducida pueden viajar GRATIS y ya no necesitarán comprar boletos o pases hasta que expiren los fondos de la subvención.** (Handy Ride no está incluido).

*Los pasajeros deben mostrar una identificación al momento de abordar.

*Tipos aceptables de I.D. son:

- Tarjetas de identificación emitidas por FAX
- Tarjeta de Medicare e identificación adecuada
- Licencia de conducir o identificación emitida por el estado. tarjeta (DMV)
- Placa de estacionamiento del DMV con formulario de registro

Le pedimos que nos ayude a informar a todos los usuarios de FAX que encuentre. Para obtener ayuda, llame al 559-621-RIDE.

¡Gracias a Kaiser Permanente Fresno por este amable gesto!

Jeff



Jeff Long

Senior Regional Planner
Department of Transportation

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Fresno, CA 93706

www.fresno.gov/transportation

*Serving our community through safe,
Sustainable, and reliable transportation.*